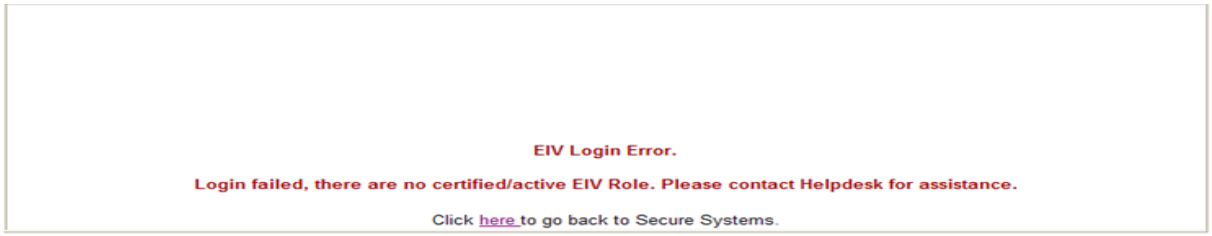
From: PIH.RHIIP.TA
Sent: Wednesday, February 02, 2011 9:59 AM
To: PIH.RHIIP.TA
Subject: PIH RHIIP Message 2011-05: How to Fix EIV Login Error Message
Importance: High

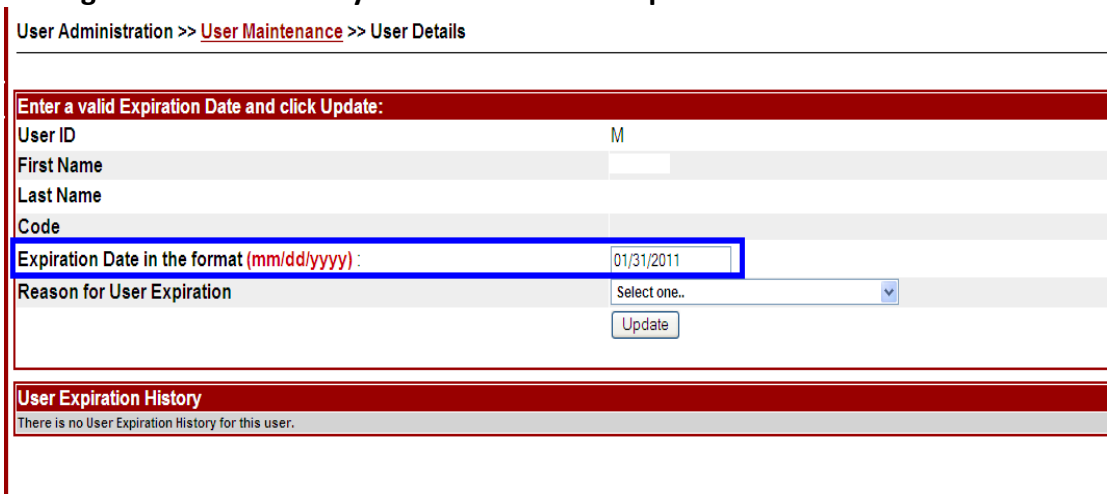
WASS has populated EIV with a termination date of 01/31/2011 in EIV's User Maintenance for **some** EIV users. As such, a user may obtain an error message that says **"EIV Login Error. Login failed, there are not certified/active EIV role. Please contact Helpdesk for assistance."** See sample screenshot below. .If you are not experiencing difficulty accessing the PIH EIV system, no action is required and you may disregard this message. PIH EIV access is handled by the EIV Coordinator in your local HUD office. PIH EIV Coordinator information is available online at: http://www.hud.gov/offices/pih/programs/ph/rhiip/docs/eiv-coord.pdf.

We apologize for this inconvenience and we are working to see if we can implement an automated resolution of this issue for all PIH EIV users who are impacted by the EIV Login Error message. Do not contact the help desk, instead, PHA staff with WASS System Administration rights should follow the guidance below to have this issue resolved immediately.

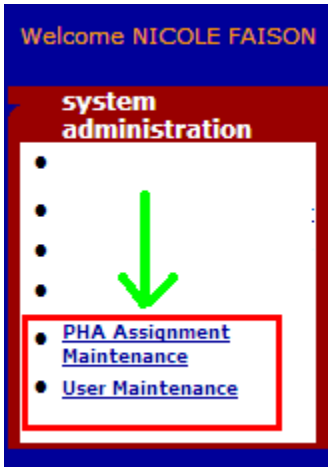
EIV Login Error Screenshot:



EIV Login Error is Caused by Termination Date Populated in EIV User Maintenance:

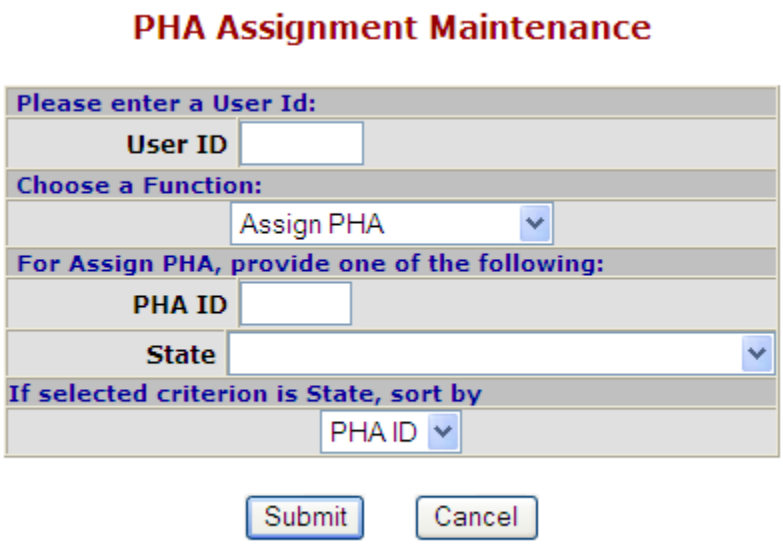


To resolve the EIV Login Error message, do the following in WASS User Administration:

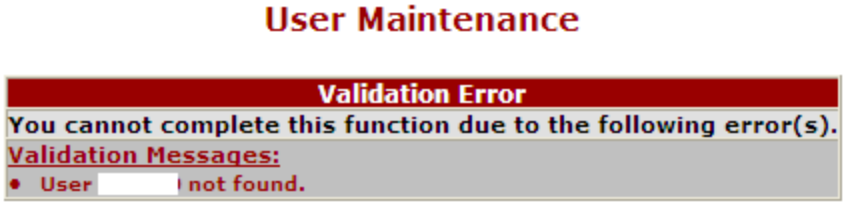


1. Remove PHA Assignment for EIV External User

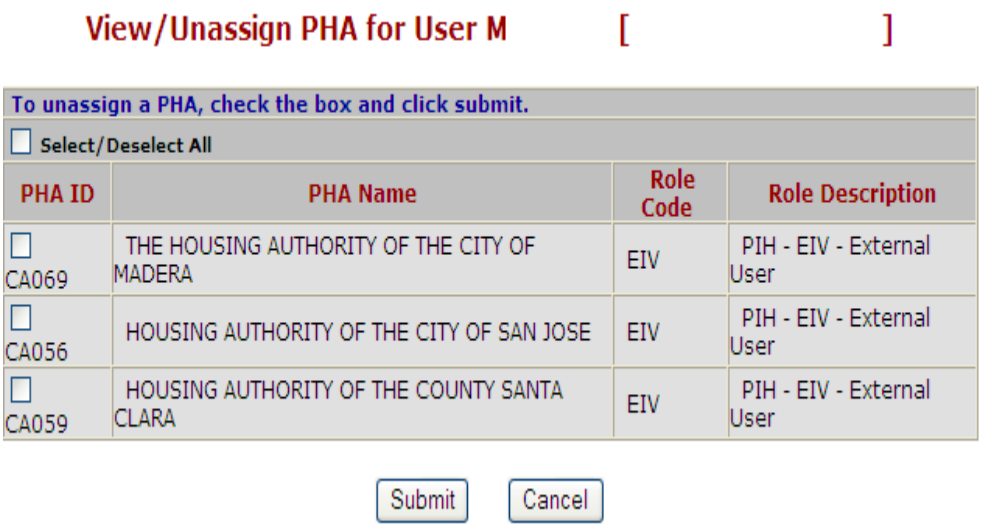
- From the Secure Systems Main Menu screen, click on **PHA Assignment Maintenance**. The following screen will be displayed:



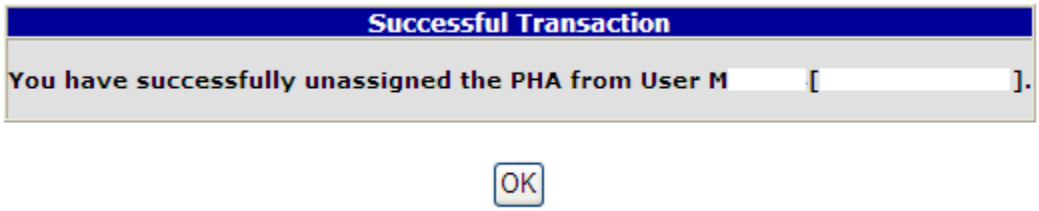
- Type in the user ID. All alpha characters must be capitalized (otherwise the following error message will be displayed: Validation error: You cannot complete this function due to the following error(s). Validation Messages: User MXXXXX not found. Then click on the **V** (arrow down button) and select **View or Unassign PHA**. Then click the **Submit** button.



- The following screen will be displayed. Click within the checkbox to the left of the **PIH-EIV-External User** role description to insert a check in the checkbox and click the **Submit** button.



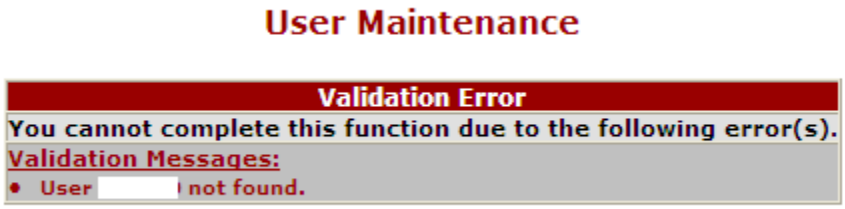
- The following screen will be displayed. Click **OK**.



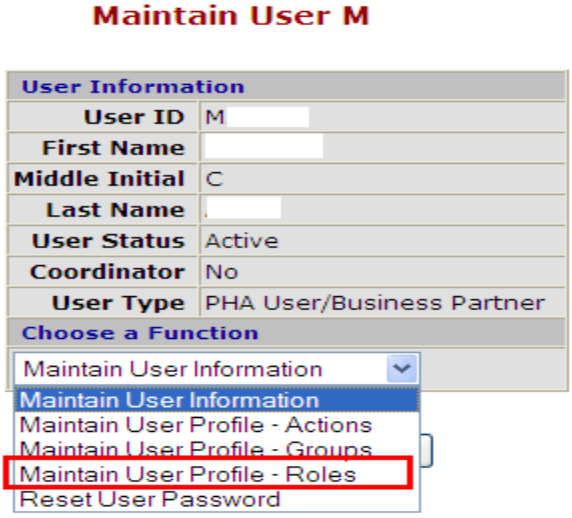
2. Remove PIH EIV External Role

- From the Secure Systems Main Menu screen, click on **User Maintenance**. The following screen will be displayed:

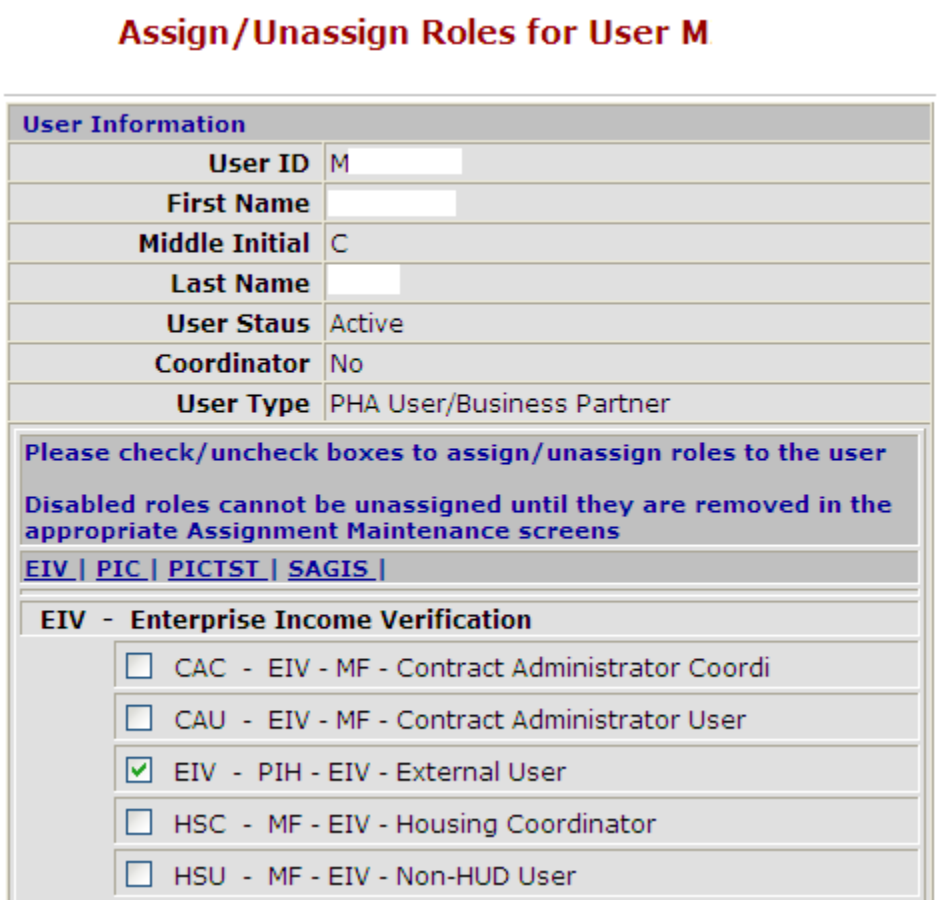
- Type in the user ID. All alpha characters must be capitalized (otherwise the following error message will be displayed: Validation error: You cannot complete this function due to the following error(s). Validation Messages: User MXXXXX not found.



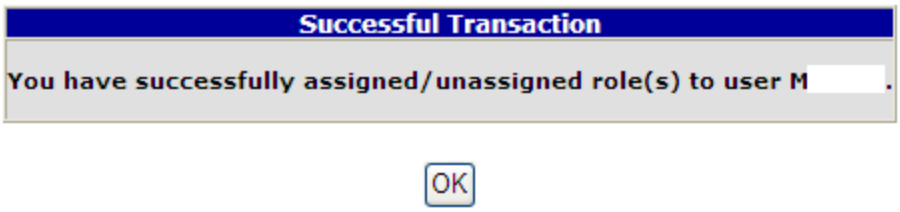
- The following screen will be displayed. Click on the blue **V** (arrow down button) and select **Maintain User Profile – Roles**. Then click the **Submit** button.



- The following screen will be displayed. Click within the checkbox to the left of the **EIV-PIH-EIV-External User** role description to remove the checkmark and click the **Assign/Unassign Roles** button. This action will **remove** the EIV role.



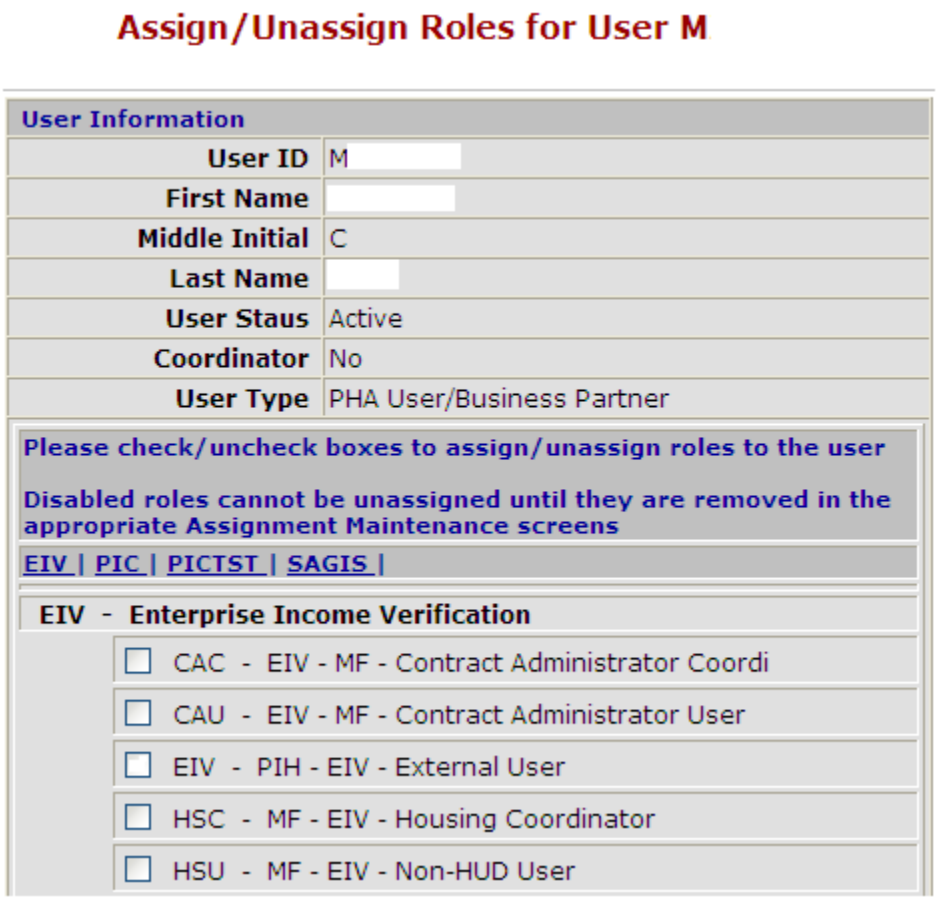
- The following screen will be displayed. Click the **Confirm** button. Then click **OK** button.



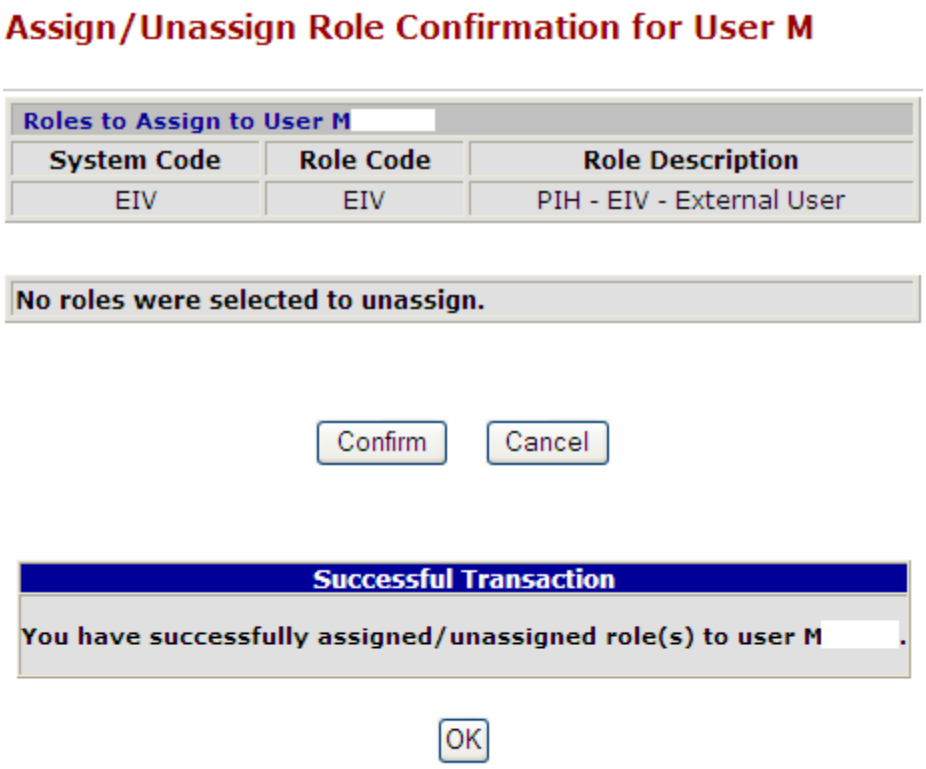
3. Add PHA Assignment for EIV External Role

- The Maintain User screen is displayed.

- Click within the checkbox to the left of the **EIV-PIH-EIV-External User** role description to insert a checkmark in the checkbox and click the **Assign/Unassign Roles** button. This action will **add** the EIV role.

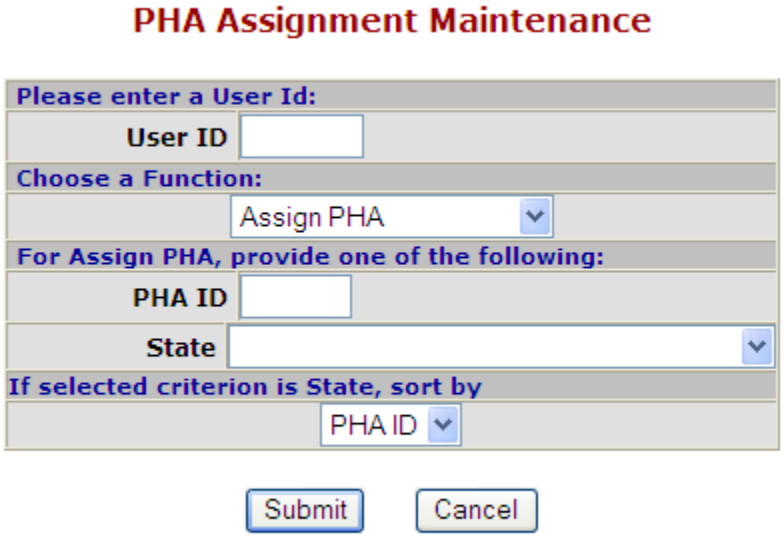


- The following screen will be displayed. Click the **Confirm** button. Then click **OK** button.



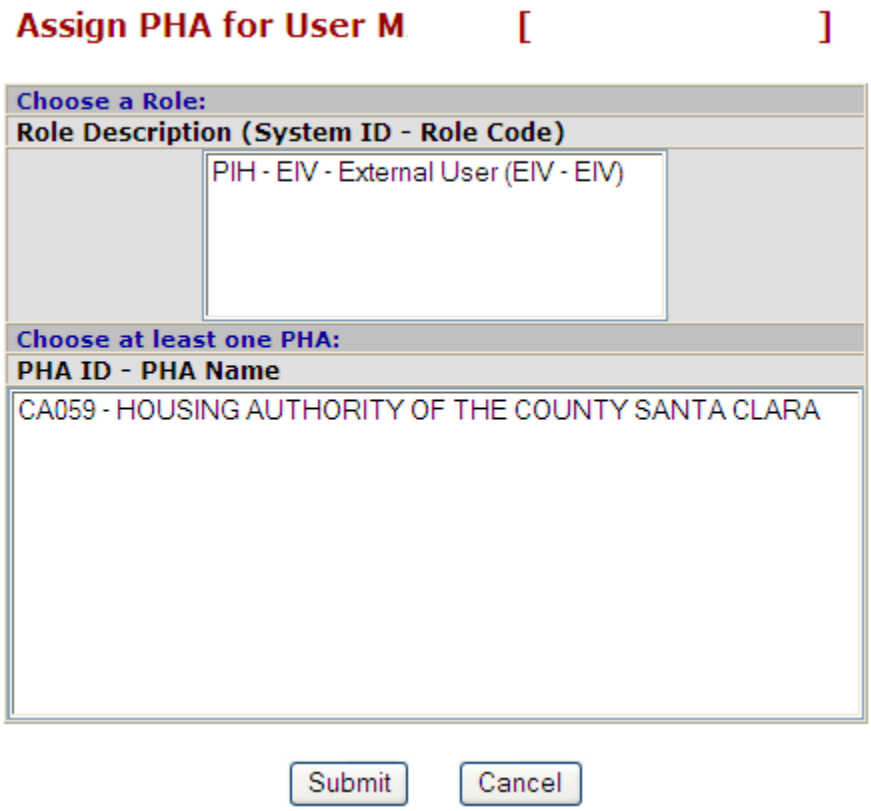
4. Assign PHA to the EIV External User

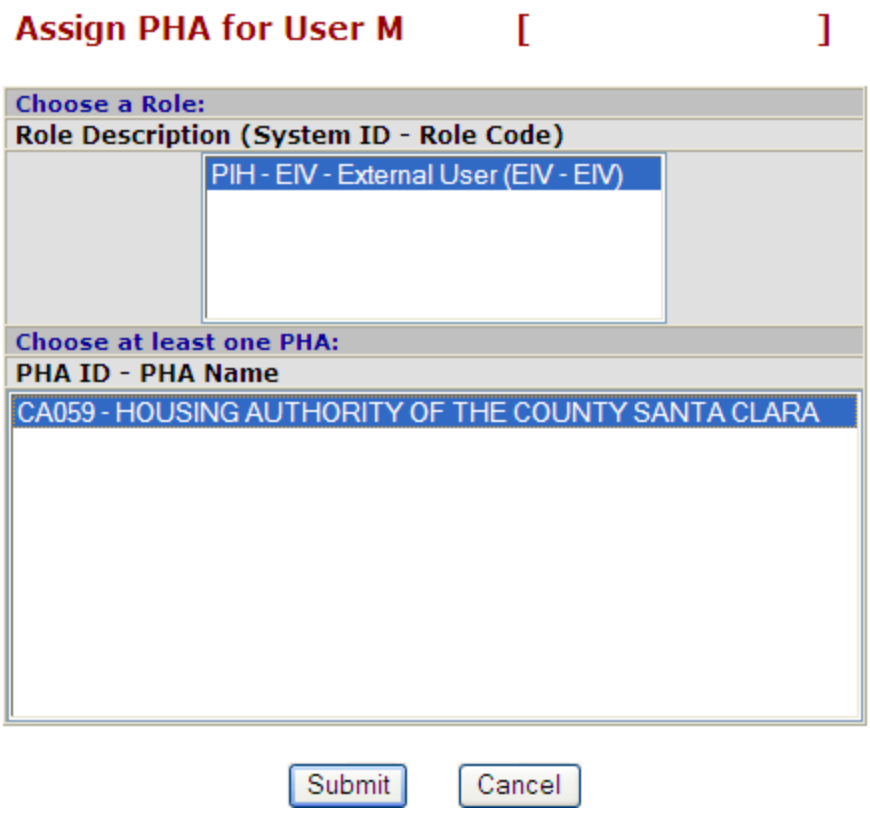
- From the Secure Systems Main Menu screen, click on **PHA Assignment Maintenance**. The following screen will be displayed:



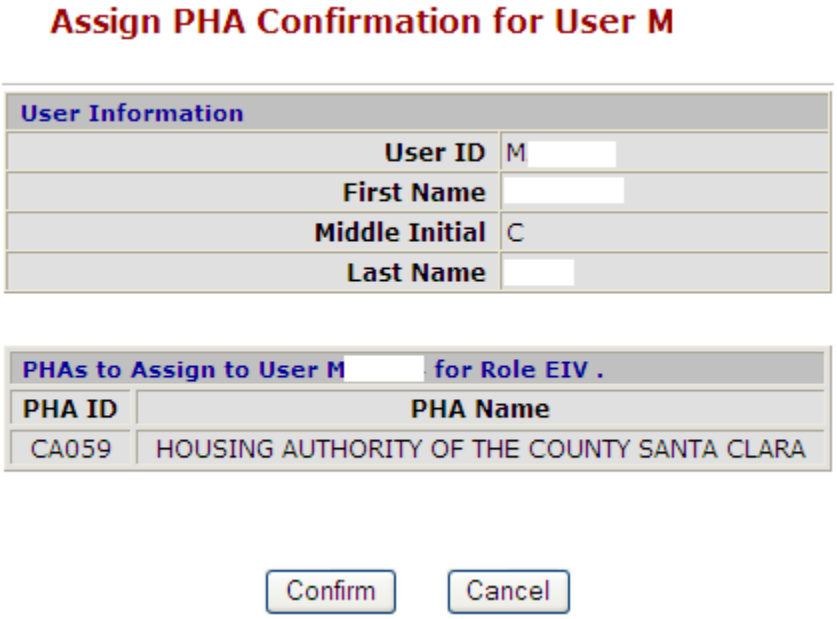
- Type in the user ID. All alpha characters must be capitalized (otherwise the following error message will be displayed: Validation error: You cannot complete this function due to the following error(s). Validation Messages: User MXXXXX not found. Then enter the PHA code (all alpha characters must be capitalized) in the PHA ID text box (**Assign PHA** should be displayed in the Choose a Function box) and click the **Submit** button to assign the PHA code to the user. [Note: to add multiple PHA Codes within the same state, select the applicable state (instead of entering the PHA ID) from the state drop down menu and then select the applicable PHA codes from the displayed list.]

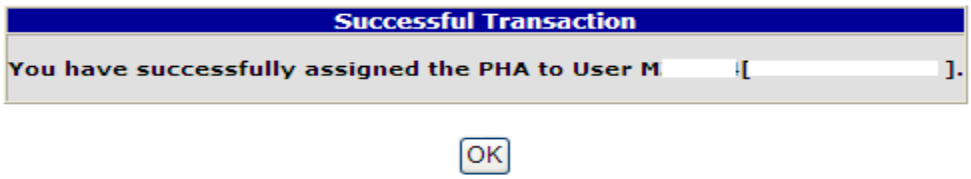
- The following screen will be displayed. Click on the **PIH-EIV-External User (EIV-EIV)** role description section **and** click on the applicable **PHA ID- PHA Name** listed in the PHA ID section, then click the **Submit** button.



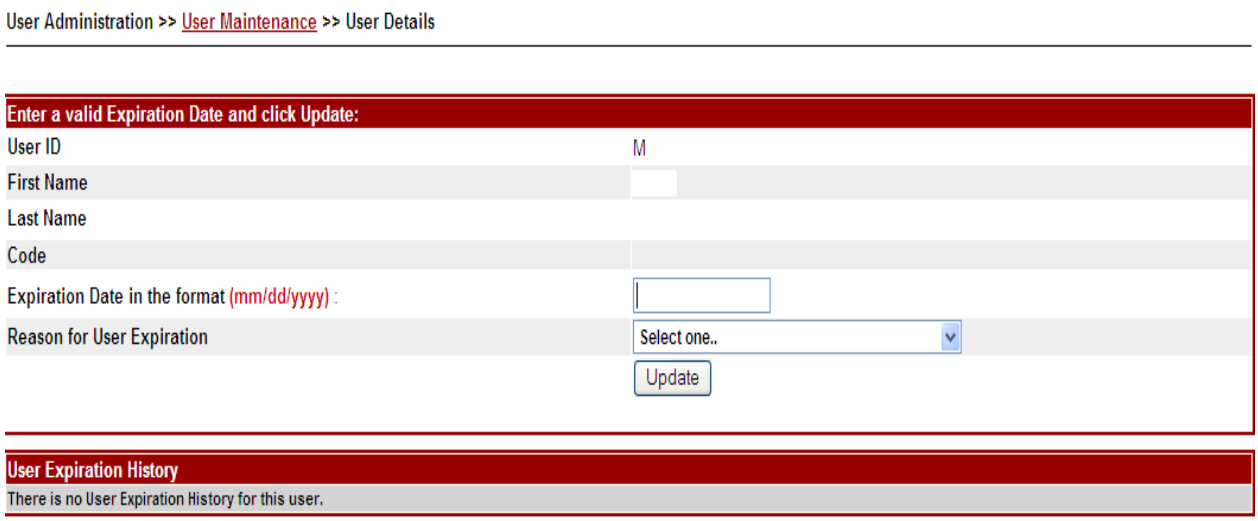
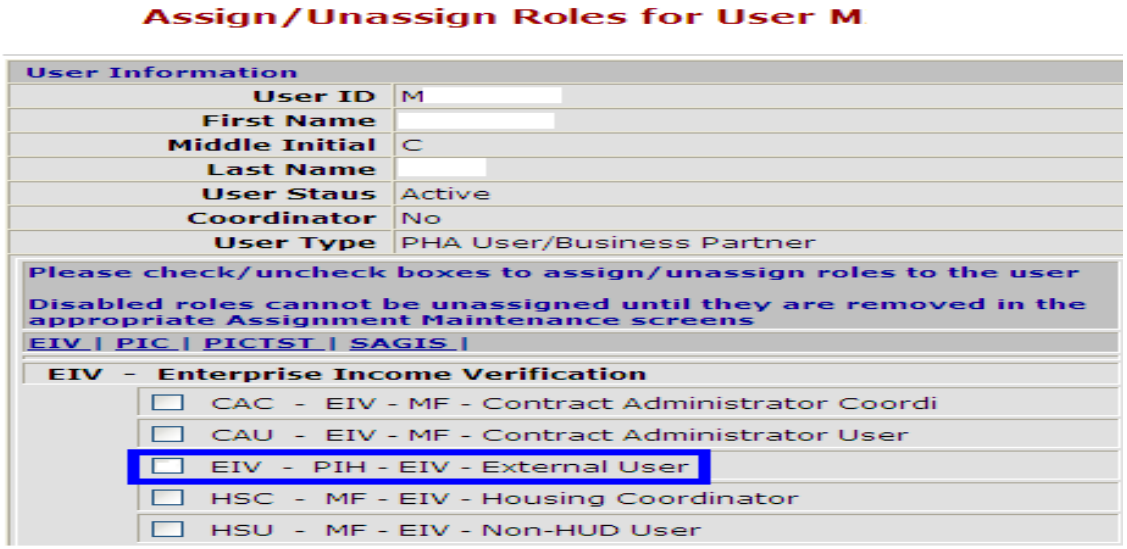


- The following screen will be displayed. Click the **Confirm** button. Then click **OK** button.





Now you will be able to access EIV. The termination date is removed from EIV User Maintenance as noted in below screenshot.



Note: If you only administer PIH rental housing assistance programs make sure that only the EIV role checked (and grayed out) in WASS User Maintenance is **EIV-PIH-EIV-External User**. If any other EIV roles are checked and you do not administer Multifamily Housing (MFH) rental assistance programs), this will prevent you from accessing PIH EIV.